

THE IPN DISPATCH

IPN Monthly Dispatcher Update

AUGUST 2016

Did You Read It?

In last month's newsletter we asked a question to see who was paying attention. We were all pleasantly surprised to see that the majority of our dispatch team (that's YOU) actually reads and remembers articles from the newsletter. That is great to hear because we don't always get the feedback that you might think.

We stated that we would give 50 points to the first 5 responses that got it right. Since we were blown away by the number of responses we are bumping that up to give bonus points to the first 10 dispatchers to respond. Our winners, in the order received, are ILL040, NYK183, SCA028, OHI004, ARI666, FLA005, DFW117, FLA057, WSC066 and MAS615.

Thanks to everyone who wrote in. There will be additional contests in the future.



Social Media

911 iMedia realizes that social media is a double-edged sword. In many cases posts to this medium give our dispatchers a heads up of a potential incident that may warrant an alert over the IPN system. We also know how much garbage is out there! The "I am clipping moms toenails" posts are easy to spot and delete. Other posts such as the working fire page that ended up being a backyard BBQ can burn you. As we have explained previously NOTHING seen on any social media platform is to be paged on IPN unless you have monitored it and verified a working incident that meets our criteria.

We also understand that many of our dispatchers have social media accounts. Our admins do as well. Each of us is proud of the collaborative effort of our dispatch team but it is forbidden to repost IPN alerts without first getting permission from the support team. You may post your own incidents but sending them in real time is discouraged. Sending alerts that other members have contributed is grounds for immediate termination.

If you have any questions regarding either of these issues please contact support for clarification. Our team would much rather help to clarify matters than engage in disciplinary action. As professionals we hope that each of you understands.

Have a great social media site to monitor? Share it on our own dispatcher's Facebook page (email support for an invite if you aren't already a member).



IPN Dispatcher of the Month

We are pleased to announce that **NYK109** has been named DOTM!

Chosen 7 years ago as DOTM as well! Congratulations to this loyal IPN dispatcher.

Dispatcher of the Month is a random drawing and all active dispatchers are eligible to win.

Kudos to ALL of our dispatch team.

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Location Format



There are two correct ways to correctly format an address when sending an incident. The first is to use the exact address. This is the full street address not just 5977 Bruce. In order for the call to geocode you must enter 5977 W Bruce Road. This also prevents you from losing points when QA reviews the call. Laziness always results in a deduction.

The second format is an intersection. This is where two roadways meet. It does not apply to highway or freeway exit ramps or parallel roadways. They must intersect. Like the exact address, Bruce & Betty is not a valid entry. You will be dinged by QA for something like that. The address must be entered as W Bruce Rd & Betty Blvd. It is important to note that the & sign is used exclusively. Other symbols (like @ or /), as well as text variations, are unacceptable.

As mentioned some time back, highway entries are not going to geocode but we do want to maintain the same professional standards. In most cases they use off ramps and they are not true intersections. We do allow the @ symbol for Hwy calls. You can also note the direction in the address box. On entries that geocode the direction should be placed in the details field. Business names and other similar info should also be kept out of the address box to ensure proper coding.

It is important to note that geocoding is still a work in progress. We still see a couple of bad cities getting kicked out each day and we know it's not your fault. Our company nerds are working to perfect this process. Please update calls like this to indicate the correct city and fire off an email to our tech division so they know there is an issue.

Feed Review

-Part 3 of 4: San Diego County: Heartland

Heartland Fire Dispatch is a joint dispatch center that was created in 1987 to facilitate fire & EMS communications for smaller incorporated cities located in the "east county" of San Diego. It is comprised of member agencies and contract agencies and provides all the 9-1-1 services expected of any large dispatch center. This combined dispatch center allows for easy mutual aid between the agencies and improved coverage. Heartland fire dispatchers are trained in EMD (emergency medical dispatch) and provide live-saving instructions to callers while units are still enroute.



Current cities in the Heartland system are: Alpine, Bonita/Sunnyside, El Cajon, La Mesa, Lakeside, Lemon Grove, and Santee. Additionally, services are provided to the follow Indian Reservations, who maintain their own fire departments: Barona, Campo, Santa Ysabel, Sycuan, and Viejas.

The east county area of San Diego contains both very populated cities and open rural space. Technical rescues in the mountainous areas are commonplace, especially during heat-waves when hikers do not take sufficient water. Brush fires are not limited to forest areas but can be devastating with the city limits due to canyons and undeveloped wildland.

While this might sound like a lot of radio traffic, one must remember that some of these are such small agencies that they only run a few calls a week! The amount of radio traffic is no more than would be expected from a moderate-sized city. Many of the cities listed above are included in the PulsePoint system, which provides great pre-alerting of potential incidents.

This feed is hosted by our own San Diego Admin office via a BCD-996 and an HP Slim PC. Care is taken to remove unwanted medical channels and training. We hope you will give it a listen. Dispatch access will be granted to dispatcher requesting it though our support system.

[Heartland's Home Page.](#) [Heartland Feed.](#)

Next month, part 4 of 4 will focus on the City of San Diego (Metro Dispatch).



07-09-2016 13:37 Boston| Major Accident| | Storrow Dr & Western Ave|L14 o/s Car off the overpass on to the road below. Rescue 1 requested for the Extrication.| MAS378

07-09-2016 13:42 | Boston| Major Accident| | Storrow Dr & Western Ave|U/D: update now from L14 is no entrapment. Rescue cancelled. Poss Serious Injury.| MAS378

Ask QA

-Text not long enough

I know we are supposed to use clear text but the details field just isn't long enough. Is it ok to send a follow-up page with the rest of the info?

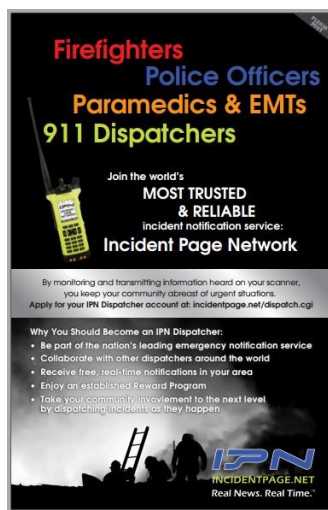
We love questions like this because it is feedback regarding the system itself and we've heard you! Our programmers are working to lengthen the details field for you. Space is not as much an issue as it was with pagers. However, sending 2 alerts for a single incident is still a no-no. Do your best to pick what is most relevant and what supports your chosen incident type. If the incident escalates, you can try to include the left-out info with your new update page.

Do you have a question for our QA staff? Send it to support@incidentpage.net

Recruitment

Word of mouth continues to be the best means of making this system, your system, bigger and better. Our referral program has resulted in numerous people joining and enhancing coverage. If you know of someone that might enjoy being part of the team please have them contact support and mention your name/ID. 25 bonus points are awarded for each referral. For the remainder of 2016, we will also send you a free IPN Dispatcher window decal.

In addition, we have brand new dispatcher recruitment flyers for anyone who would like to post them to their company bulletin board. Please email support and let them know how many you would like. Be sure to include the best mailing address so that we can get them sent quickly.



Chapter Stats

MAY	JUNE
FLORIDA	CALI
CALI	NEW YORK
NEW YORK	FLORIDA
MAS	MAS
ILLINOIS	ILLINOIS
TEXAS	PEN
NEW JERSEY	NEW JERSEY
PEN	TEXAS
OHIO	OHIO
CON	MARYLAND

Its great to see the top three continuing to battle it out for the leader board. California and New York were able to knock Florida back down to the #3 seat. They haven't been there in a long time. The numbers for these three chapters were 2435, 2090 & 1877, Respectively.

The little state, err "Commonwealth" of Massachusetts continues to have a firm grasp on the #4 spot. How do they do it? There are other states several times larger that don't have this call volume. Regardless, we appreciate the continued solid effort from the Bay State Team. The final five continue to jumble about with Maryland coming back to trump Connecticut again. Amazing!!

Honorable mention for the month of June goes to Utah. Our dispatchers there posted double the normal number of pages. Is the top 10 in their future? Keep up the great work.

Contact Us

Remember, we are here for YOU.

We only have a few dispatchers sending us incident photos, we want your input! Please send us your article suggestions, scene photos, input, and feedback. Remember, this is YOUR newsletter!

Newsletter Story & Photo Submission:
newsletter@incidentpage.net

General Support:
support@incidentpage.net

Dispatcher Admin Office:
1900 Weld Blvd, Suite 105
El Cajon, CA 92020

Quick Links:

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EMS Trivia

- Handcuffs

Did you know?

The first handcuff was patented in 1862 by W.V. Adams and used the ratcheted-design we are still familiar with today.

However, restraints are mentioned in literature as far back as the original Greek Mythology.

